

OM 039-2002(4555) INMATE TELEPHONE SYSTEM II OPERATION PROCEDURES



U.S. Department of Justice  
Federal Bureau of Prisons

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# Operations Memorandum

**NUMBER:** 039-2002 (4555)  
**DATE:** 12/1/2002  
**SUBJECT:** Inmate Telephone  
System-II Operation  
Procedures

**EXPIRATION DATE:** 12/1/2003

1. **PURPOSE AND SCOPE.** In order to enhance security, control, inmate financial responsibility, alleviate financial burden on inmate families, and to provide consistent calling capabilities throughout the Bureau, a direct dial/collect telephone system, Inmate Telephone System-II (ITS-II), has been implemented at each Bureau of Prisons (Bureau) facility as part of the Trust Fund Program.

All computer functions conducted on the ITS-II shall be performed in accordance with ITS-II User Manuals. All accounting functions for the ITS-II are covered under the Accounting for the Trust Fund Inmate Telephone System-II Operations Memorandum (OM).

2. **DIRECTIVES REFERENCED**

PS 2000.02	Accounting Management Manual (10/15/86)
PS 5264.07	Telephone Regulations for Inmates (1/31/02)
PS 5270.07	Inmate Discipline and Special Housing Units (12/29/87)

OM 040-02(4555)	Accounting for the Trust Fund Inmate Telephone System II (12/1/02)
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3. **PRIVILEGE OF INMATES.** The Trust Fund ITS-II Program is designed primarily for inmates' benefit. The use of the ITS-II, however, is a privilege granted to inmates. The Warden, or authorized representative, may limit or deny ITS-II privileges to any inmate in accordance with the Program Statements on Telephone Regulations for Inmates and Inmate Discipline and Special Housing Units.

To ensure the continued financial integrity of the Trust Fund and for purposes of institution security, inmates shall place all personal telephone calls over the Trust Fund's ITS-II and shall not circumvent use of the ITS-II via call forwarding including:

- automatic electronic forwarding,
- three-way calling, or
- via any other means.

Using any means for placing inmate personal calls or any portion of inmate personal calls other than through the ITS-II is strictly prohibited.

4. **RESPONSIBILITY.** The following individuals have primary management oversight responsibilities for ITS-II operations.

a. **Trust Fund ITS-II Coordinator.** The Chief, Trust Fund Branch is designated the ITS-II Coordinator for the Bureau. The ITS-II Coordinator is the resource person for all Bureau staff, other components of the Department of Justice, law enforcement agencies, and the general public.

b. **Controller.** The Controller is delegated responsibility for overall ITS-II operation at the institution. The Controller shall monitor the ITS-II operations and maintain accurate ITS-II information.

c. **Trust Fund Supervisor.** The Trust Fund Supervisor is designated ITS-II System Supervisor and shall maintain internal controls, system integrity, passwords, and all other aspects related to the ITS-II security and operations.

5. **INSTITUTION SUPPLEMENT.** Each institution shall develop or include in an Institution Supplement the local procedures necessary to operate the ITS-II. In addition to requirements outlined in the Program Statement on Telephone Regulations for Inmates, the supplement shall include institution-specific procedures related to release procedures and hours of operation.

6. **STAFF USE OF THE ITS-II.** Staff members shall not use the ITS-II for making official or personal calls. Trust Fund staff may make telephone calls on the ITS-II for trouble resolution purposes only.

7. **SECURITY.** Diligence in maintaining a secure environment for the system and ensuring that data files are protected is essential to efficient system operation. The following minimum guidelines shall be followed:

a. **ITS-II Physical Security.** The computer systems and telecommunications hardware in the ITS Room shall be secured to prevent tampering with data and misuse of equipment.

b. **Keys.** Keys to the ITS Room shall be issued on a restricted basis. The issuance of ITS Room keys to any staff member, other than employees assigned to the ITS Room, shall require completion of a "Restricted Key Form."

c. **Software/Hardware.** Additional software programs or hardware may not be operated on the ITS-II without approval from the Chief, Trust Fund Branch. Computer hardware for the ITS-II must be secured when not in use. Logout procedures must be followed when the system is unattended. Problems with hardware or software shall be immediately documented and reported as outlined in Section 12.

d. **Staff Access.** Only authorized staff shall have direct access to the ITS-II. To access the system, staff must be assigned as users. Each user shall choose a password. Passwords shall be changed at least every six months and as the need arises (change of staff, security of system is compromised, etc.).

e. **Inmate Access.** Inmates are prohibited from operating any ITS-II computer equipment or handling documents related to the ITS-II for any reason except when expressly authorized in this or other Bureau policies. The ?Telephone Teller? is provided as a voice response system within the ITS-II which allows inmates to transfer funds from their Commissary account to their ITS-II account and to access information on their ITS-II account and Commissary account through a telephone keypad.

8. **DIRECT DIAL RATES FOR THE ITS-II.** Direct dial ITS-II telephone charges to inmates shall be established to encourage family ties, financial responsibility, and to ensure the ITS-II remains financially solvent. The Chief, Trust Fund Branch shall review direct dial rates periodically. The Executive Staff shall approve any significant modifications to direct dial rates (other than those required by routine cost variances).

Each Warden is to ensure that information concerning the direct dial rates for telephone calls is maintained on file in the institution (e.g., law library, inmate library, unit).

a. **Direct Dial Rates for Local, Long Distance, and International Calls.** Telephone rates for local, long distance and international telephone calls shall be set at a standard per

minute flat rate for each type of service. These rates will be standard throughout the Bureau regardless of institution location.

b. **Rates for Collect Calls.** Collect rates shall be charged in accordance with the ITS-II contract requirements. The called party will be given collect rates **prior** to accepting any collect call. Collect rates may also be obtained by the billed party by contacting the service provider.

9. **ITS-II CREDITS.** Each inmate will be responsible for transferring his or her funds from his or her Commissary account to his or her ITS-II account.

- Inmates may use the ?Telephone Teller? from any inmate telephone to transfer funds from their Commissary account to their ITS-II accounts.
- Institutions shall establish the number of times an inmate may transfer funds per day or week (not to exceed two per day). Normally transfers will not be allowed Monday through Friday, 6:00 AM to 4:30 PM.
- It is the inmate's responsibility to track his or her Commissary and ITS-II account balances via the ?Telephone Teller?.
- Inmates shall transfer credits only in whole dollar amounts.
- A transfer of credits shall not affect an inmate's established spending limitation (Trust Fund/Warehouse/Laundry Manual, Chapter 4533).
- Once the ITS-II credits are transferred, credits may not be transferred back to the inmate's FPPOS account except by Trust Fund staff in the following circumstances:
  - (1) An inmate on telephone restriction for more than 10 days requests in writing that his or her ITS-II credits be returned to his or her Federal Prison Point of Sale (FPPOS) account. This is a one time transaction for the entire balance of his or her ITS-II account. This transaction shall be completed from the FPPOS workstation using the transaction type "DTC" (Deposit ITS-II to Commissary). This deducts the inmate credits from the ITS-II and deposits them to FPPOS automatically.
  - (2) The inmate is released.

10. **ITS-II ACCOUNT MAINTENANCE.** Using the SENTRY Log, an ITS-II account shall be created, transferred, or re-activated for each inmate upon arrival at the ITS-II institution, no later than the first full working day after the inmate arrives. It is imperative that no staff transfer an inmate into an institution where the inmate is not physically located. When a transfer occurs it disables the inmates ability to call from their original institution.

**Note:** When an inmate has been released from an ITS-II institution and staff at the new institution attempt to create an account for that inmate, the staff member will be prompted that the inmate already exists in the ITS-II. At that time, the staff member will be asked if they would like to transfer or re-activate that inmate. If a positive response is given, the account will be activated at the new institution with all approved phone numbers and the existing Phone Access Code (PAC) number.

a. **Processing Inmate Releases.** Local procedures shall be established to ensure that inmates' ITS-II funds are transferred to their Commissary accounts prior to release in accordance with the Accounting Management Manual, Chapter 10990. Daily, the technician shall review the SENTRY roster for inmates who are being released from the Bureau of Prisons.

The technician responsible for the Trust Fund accounting will be required to perform the release function from an FPPOS workstation. The technician shall select the ITS-II/FPPOS Transaction Input Form from their FPPOS/Novell menu. Accounting procedures for funds returned to FPPOS can be found in the Accounting for the Trust Fund Inmate Telephone System-II OM.

Inmates being released shall have their credits returned to FPPOS using the transaction type ?RIC? (Release ITS-II to Commissary). This deducts the inmate credits from the ITS-II and deposits them to FPPOS automatically. It will release the inmate from ITS-II and change the status to ?Z? on the ITS-II.

b. **Transfers.** Inmates being transferred to another Bureau institution shall have their ITS-II account transferred "in" by the receiving institution. No transfer transaction is required by the sending institution. No financial transactions will be required locally by the sending or receiving institution.

c. **PAC.** Each inmate shall be provided a unique nine-digit PAC number for access to his or her ITS-II account and instructions on using the telephones. The PAC is automatically generated when

an ITS-II account is created. Staff are not required to print PACS for inmates transferred in from other institutions.

The PAC shall be delivered to the inmate in a manner that ensures confidentiality. Staff shall advise the inmate that the PAC is confidential and should not be shared with other inmates, and that he or she report immediately a compromised PAC to a Unit staff member, who shall contact the Trust Fund Supervisor. ITS staff shall restrict ITS-II access for the affected account immediately.

Staff shall inform inmates that a fee of \$5.00 will be charged when due to the inmate's negligence, a new PAC is required. A Request for Withdrawal of Inmate's Personal Funds (BP-199) shall be used for this purpose. Accounting procedures can be found in the Accounting for the Trust Fund Inmate Telephone System-II OM.

d. **Inmate Access to ITS-II Account Information.** An inmate is responsible for transferring funds and tracking his or her ITS-II account balance along with his or her Commissary balance. Each inmate shall be given written instructions for use of the ?Telephone Teller? utilized via the inmate telephone to retrieve this information. Other features include a voice message indicating the cost of the last completed telephone call and the amount of collect and/or direct dial telephone calls/minutes remaining.

ITS-II account statements shall not be provided to inmates regularly. The guidelines under which an inmate may request a written report for his or her telephone calls and telephone credit transfers are found in the Program Statement on Telephone Regulations for Inmates.

Financial Management staff shall process the completed BP-199 for the \$3.00 charge for the account statement as outlined in Accounting for the Trust Fund Inmate Telephone System-II. The BP-199 request must include the specific 30 day period for which the telephone account record is requested.

Financial Management staff shall provide a processed BP-199 to the Trust Fund Technician. The Trust Fund Technician shall prepare the account statement, place it in a sealed envelope, and deliver the statement to the inmate in a manner that ensures confidentiality.

If the staff determine an inmate's request for re-credit of a telephone charge is appropriate, the Trust Fund Technician shall credit the inmate's ITS-II account for the amount of the re-credit and file appropriate refund information in the six part

file. If the inmate is due a refund of the \$3.00 charge for an account statement, the Trust Fund Technician shall take the appropriate action to ensure the inmate's FPPOS account is promptly re-credited.

Financial Management staff shall record the fee for an inmate's request for account statement in the same manner as recording the fee for a replacement PAC. These accounting transactions are found in the Accounting for the Trust Fund Inmate Telephone System-II OM.

#### 11. **INMATE TELEPHONE NUMBERS**

a. **Initial Telephone Number List.** Procedures and other information related to the submission of telephone numbers for use on the ITS-II are found in the Telephone Regulations for Inmates Program Statement. Unit staff shall deliver the approved Telephone Number Request Form(s) to the Financial Management Office in a manner that ensures the form(s) cannot be altered by an inmate.

**Note:** Staff shall be sensitive to the fact that information on the Telephone Number List is governed by the provisions of the Privacy Act and the Freedom of Information Act.

- Initial telephone numbers shall be entered into the inmates' accounts ordinarily within two working days after receipt by Financial Management staff. This applies only to newly created accounts. All transferred ITS-II accounts shall contain an approved telephone list.
- The number of telephone numbers ordinarily shall not exceed 30 active numbers (excluding denied/blocked numbers) except as approved by the Associate Warden under the provisions in the Telephone Regulations for Inmates Program Statement.
- An approved telephone list is required for inmates to call both collect and direct dial.

b. **Telephone Number Updates.** Inmates shall use the Telephone Number Request Form (BP-S505.052) to request updates to their telephone lists. The frequency of updates and process for submission are described in the Telephone Regulations for Inmates Program Statement.



Unit staff and Trust Fund staff shall establish procedures which meet the five working days processing requirement. Trust Fund staff shall date stamp all incoming Telephone Number Request Forms with the date of receipt and initial and date the Telephone Number Request Form upon completing the changes in the inmate's record in the ITS-II.

**c. Requests for Removal (Denial) of Telephone Numbers.**

Written requests from the Associate Warden or a proposed recipient of an inmate call for removal (denial) of a telephone number as outlined in the Telephone Regulations for Inmates Program Statement shall be processed ordinarily within one working day after receipt. At that time, the number shall only be marked ?not allowed? on the inmate's number listing. When a number is removed from usage (denied) at the recipient's request, that number may be placed back on the inmate's list (reactivated) only upon the recipient's written request for reinstatement.

The Trust Fund Supervisor shall maintain a permanent file of all written requests for denial of a telephone number from an inmate's list, as indicated in Section 13.c.

**Note:** Staff shall be sensitive to the fact that information in the above referenced file is governed by the provisions of the Privacy Act and the Freedom of Information Act.

**d. Telephone Call Restrictions.** The Warden shall set the maximum length of all telephone calls (ordinarily 15 minutes), per local conditions. Calls are automatically disconnected due to insufficient ITS-II credits or the expiration of the call time limit. A warning tone sounds approximately one minute before a call is disconnected.

- Hours of ITS-II operation shall be determined locally.
- Restricting inmate access to the ITS-II shall only be done upon written notice from staff, as appropriate; e.g., the Associate Warden to block specific numbers; the Disciplinary Hearing Officer or Unit Discipline Committee to enforce specific disciplinary sanctions.

**e. Collect Calls.** Every inmate, unless housed in Special Housing or on telephone restriction, is to be allotted at least 120 collect call minutes per calendar month. The ITS-II automatically resets each inmate account monthly regardless of inmate usage. Unused minutes are not carried into the next month. Inmates transferring from one ITS-II institution to

another will be capable of making collect calls upon arrival at their respective institution only if there is a balance of unused minutes from the previous institution.

f. **ITS-II Refunds.** Institution staff may process minor refunds with the approval of the Trust Fund Supervisor for:

- faulty signals from foreign countries resulting in international calls being charged but not connected; and
- telephone service problems that have the actual effect of interfering with communication.

Central Office Trust Fund Branch ITS staff shall be advised via mail message from institution staff of the issuance of these minor refunds in order that any potential corrective action related to the system or service can be addressed.

If staff determine that a refund may be appropriate due to unusual and extenuating circumstances, a request shall be processed from the Controller through the Regional Comptroller to the Chief, Trust Fund Branch for review and approval. The request must include documentation of the situation and the research conducted to reach the conclusion that a refund is appropriate.

12. **ITS-II HARDWARE AND SOFTWARE MAINTENANCE.** Maintenance service for the ITS-II hardware and software is provided 24 hours a day, 365 days a year. If problems arise, the procedures outlined below shall be used to initiate maintenance service.

a. **Central Office Technical Assistance.** Institution staff are encouraged to contact Central Office Trust Fund Branch ITS staff for all troubles at 1-202-616-2060. Central Office ITS staff will assist in diagnosing the trouble to assure the appropriate vendor is notified.

b. **Trouble Report Hotline.** Institution Trust Fund staff shall call 1-800-326-7487 (1-800-FBOPITS) to report Dyncorp/ITS-II related hardware/software problems along with all service problems excluding FTS, direct-dial long distance. Trouble calls shall be reported to Dyncorp referencing the institution SENTRY code in order for Dyncorp to identify the location.

Direct-dial long distance (FTS) service problems shall be reported to Central Office ITS staff who will assist in opening a trouble ticket with SPRINT at 1-877-FTS-FONS.

c. **Trouble Reporting Log Book.** Institution Trust Fund staff shall maintain a trouble reporting log book, labeled by fiscal year and use it to track ITS-II problems. Each time a call is placed to either vendor, a ticket number will be provided by vendor. Staff shall record:

- the date of the call;
- ticket number;
- nature of the problem; and
- name of the person contacted.

Trust Fund staff shall record, for each problem the total time the system is inoperable (down time). The Trouble Reporting Log Book for the previous 12 months shall be maintained on file in the ITS office.

**Example:**

<u>DATE/ TIME</u>	<u>TICKET NUMBER</u>	<u>PROBLEM</u>	<u>CONTACT</u>	<u>ITS STAFF</u>	<u>DOWN- TIME</u>
08/09 8:10 AM	1223	Local calls not going out	Santina Sherryl	Cynthia Umbach	1.0 hr
09/02 9:20 PM	1500	Neg balance on inmate acct 12345-678	Brett Speece	Cynthia Umbach	4.0 hrs
11/26 4:00 PM	1278927	No direct-dial long distance Calls going out	Logan Gabriela	Richard Esteves	3.5 hr

d. **Hardware and Software Updates/Improvements.** The ITS Section of the Central Office Trust Fund Branch is responsible for continued review of institution and vendor maintenance log information and initiating the implementation of improved hardware and software into the ITS-II.

Institution staff are encouraged to provide input and ideas for improving the system and services.

### 13. RECORDS MANAGEMENT

a. **Monthly File.** The monthly folder will be labeled by month and fiscal year and maintained for two years. The following reports must be filed in the established monthly Trust Fund ITS six-part folder.

(1) **Inmate Initiated Fund Transfer Reports.** This section must contain the Daily Inmate Initiated Fund Transfer reports. This report is to be printed daily from FPPOS by the technician responsible for the Trust Fund accounting. Reports are to be filed chronologically.

(2) **FPPOS Initiated Fund Transfer Reports.** This section must contain the FPPOS Initiated Fund Transfer reports. This report will print automatically when electronic fund transfers are performed from FPPOS for such things as releases. Reports are to be filed chronologically.

(3) **Manual Deposits/Withdrawals Transaction Input Sheets.** This section must contain the FPPOS Transaction Input Sheets. These sheets will print automatically when manual transactions are performed in FPPOS. Reports are to be filed chronologically.

(4) **Reconciliation.** Each month the grand total of all Inmate Initiated Fund Transfer reports, FPPOS Initiated Fund Transfer reports and Manual Withdrawals and Deposits will be reconciled with the FMIS General Ledger Account 5200.15 - Revenue from Services Provided-ITS-II. The Trust Fund Supervisor, along with the Accounting Supervisor, is to complete the monthly reconciliation.

(5) **Correction Activities Report.** This section must contain any reports or transactions made to correct administrative errors or refunds. Correction reports and transactions shall be filed chronologically.

b. **Requests for Denial or Removal of a Telephone Number.** This permanent file must contain all written requests from Associate Wardens for denial of a telephone number and all requests from potential recipients for removal of telephone numbers from an inmate's list. Records may be removed from this file only when an inmate is released or transferred.

/s/Robert Newport for  
Bruce K. Sasser  
Assistant Director  
for Administration